

# Module 2: DEERS

# Module Objectives

**After this module, you should be able to:**

- Explain the purpose of DEERS
- Identify who determines TRICARE eligibility
- State how and when to update DEERS data



# Introduction to DEERS

- Before beneficiaries are eligible for TRICARE benefits or able to receive care in a military treatment facility (MTF), they must first be registered in the **Defense Enrollment Eligibility Reporting System (DEERS)**
- DEERS contains detailed personnel eligibility for benefits distributed to uniformed service members, uniformed service retirees, other personnel as directed by Department of Defense (DoD), and their eligible family members



# DEERS

- DEERS is a centralized DoD computer database of personnel and medical data and is the definitive data source for identifying and verifying DoD affiliation
- It links the military personnel community, the Military Health System (MHS), and the contractor's DEERS Online Enrollment System (DOES)
- DEERS serves as the database of record for eligibility, enrollment, primary care manager (PCM) assignment, catastrophic caps, deductibles, and enrollment fee totals



# TRICARE Eligibility

- TRICARE eligibility is determined by the seven Uniformed Services
  - Army
  - Marine Corps
  - Navy
  - Air Force
  - Coast Guard
  - Public Health Service
  - National Oceanic and Atmospheric Administration



- Beneficiaries should contact their local TRICARE regional office, their personnel office, ID card-issuing facility, or the DEERS Support Office to address eligibility concerns

# DEERS Data

The following information can be found in DEERS:

- Military sponsor's name
- Family members' names
- Residential address and telephone number
- Mailing address (may differ from residential address)
- Social Security Number
- Date of birth
- Gender
- Eligibility
- Program status (i.e., TRICARE Prime, Standard, Active Duty, retiree)



# Sponsor Status Change

DEERS records should be updated when the following changes in a sponsor's status occur:

- Activation orders
- Extension of activation orders
- Reenlistment
- Separation
- Retirement
- Promotion
- Change of address
- Eligibility for Medicare



# Other Reasons for Updating DEERS Data

- DEERS records should be updated when the following life events occur:
  - Marriage
  - Divorce
  - Birth of a child
  - Adoption of a child
  - Relocation or change of address
  - Enlistment of a child in the military
  - Dependent child's college enrollment beyond age 21
- It is the sponsor's responsibility to ensure DEERS records are accurate and up-to-date for all eligible family members





# Updating Personal Information in DEERS

The beneficiary can verify and update personal information in DEERS by:

- Visiting a local ID card-issuing facility
- Contacting the Defense Manpower Data Center (DMDC) Support Office: **1-800-538-9552** (TTY/TDD: **1-866-363-2883**)
- Faxing changes to DMDC Support Office: **1-831-655-8317**
- Mail address changes to DMDC Support Office:  
Defense Manpower Data Center Support Office  
Attn: COA  
400 Gigling Road  
Seaside, CA 93955-6771



# Updating DEERS Information Online

Beneficiaries can also update personal information online:

- Beneficiary Web Enrollment (BWE) Web site:  
<https://www.dmdc.osd.mil/appj/bwe/indexAction.do>
- The site is linked directly to the DEERS database, so when information is updated, it not only updates in DEERS, but also with the respective regional contractor



# **You've Completed Module 2: DEERS**

## **You should now be able to:**

- Explain the purpose of DEERS
- Identify who determines TRICARE eligibility
- State how and when to update DEERS data

